

## CHILD SUPPORT SPECIAL PROGRAMS COORDINATOR

### CLASSIFICATION DEFINITION

Under general direction, the Child Support Special Programs Coordinator performs one or more specialized functions mandated by the California Department of Child Support Services (CDCSS); may function in a supervisory capacity; and performs related work as required.

This is a single level specialized classification, which may be assigned responsibility for ombudsperson; customer & community outreach; media relations; quality assurance & program improvement; training; and/or Fair Hearing Officer. Interagency Merit System counties may combine the duty assignments to meet the needs of their county. Smaller agencies that do not have sufficient work assignment to justify a full or half time position in the specialized areas may structure positions in various combinations so that program needs are met. Duty assignments may be combined with existing positions or established in new positions to allow the opportunity to further strengthen and support the program. The following criteria are to be met in making individual assignments.

**Ombudsperson:** Incumbents performing this function serve as a centralized point of contact for informally resolving customer complaints or disputes at the lowest level. Incumbents are expected to have some knowledge and experience with the child support program and a commitment to providing excellent service. When performing Ombudsperson functions, incumbents will report directly to the Department Director, or designee.

**Media Relations Program and Customer/Community Outreach:** The Statewide Media Relations Program and the Customer/Community Outreach function are intended to support the CDCSS mission by effectively delivering program information to Child Support Program customers and all interested parties, educating the public on available child support services, promoting access to the program by qualified families, and expanding public awareness of the needs of children. Individuals assigned these functions will identify those individuals and groups that must be informed about the purpose and processes of the department and the most effective mechanisms and media for reaching them.

**Quality Assurance and Program Improvement:** Incumbents performing this function are responsible for establishing an overall structure for the routine review of performance indicators in order to ensure the department meets established State and Federal performance measures and for developing related performance improvement action plans. Individuals assigned to this function will review program systems and

processes to bring focused and coordinated attention to tasks and activities that result in desired program outcomes.

**Training:** Incumbents performing this function are responsible for ensuring that all Child Support Program staff receives adequate training in order to maximize program effectiveness, in order to ensure consistent and proper application of program policies. The California Department of Child Support Services (CDCSS) is continually developing and coordinating a statewide training curriculum when new programs and/or significant policy changes are implemented. In conjunction with the statewide training program, Child Support Special Programs Coordinators assigned this function will be building and/or enhancing the local training curriculum to ensure that department staff has the appropriate knowledge and skills necessary to do their jobs in a manner that is consistent with a uniform child support program.

**Fair Hearing Process:** Incumbents performing this function are responsible for ensuring that a formal local complaint resolution process is established so that complainants may exercise their appeal rights. Individuals assigned this function must understand the types of complaints that are appropriately within the jurisdiction of the state hearing process, and be able to accurately and effectively communicate the information to complainants.

#### **TYPICAL DUTIES (dependent on specific functions assigned)**

Duties may include, but are not limited to, the following:

- Investigates and attempts to resolve at the lowest possible level complaints made by customers of the department related to their case or services provided; refers complaints to another function within the department or another agency for investigation and response; communicates with all parties involved regarding the status of complaints; and documents all complaints and keeps accurate records in order to prepare periodic reports as required by CDCSS.
- Assists complainants with filing the appropriate paperwork for a State hearing. If a complaint is outside the jurisdiction of the state hearing process, assists the person with following the necessary steps towards alternate forms of resolution.
- Develops relationship with, and conducts child support related educational presentations to, local government agencies, faith based organizations, community organizations, and local schools; develops, prepares, and distributes educational and public information materials; works with local media to publicize services available through the local child support agency and to disseminate information on the rights of customers served by the child support program; hosts workshops and information exchange forums for targeted groups such as employers, custodial parents, non-custodial parents, etc.; develops a mechanism and/or process to routinely obtain and assess customer and community feedback about program services; conducts customer and community outreach activities; and provides the capacity for increased direct communication with child support program customers about recent, ongoing changes to the program.

- Provides a structure, approach, and mechanism to ensure that the media inquiries about the child support program receive an accurate, complete, and timely response. Uses the media (print, radio and television) as one of the important means through which to disseminate information intended to increase access to child support program information and services, and to promote the child support program as a valuable service.
- Establishes a local quality assurance and program improvement structure and function; develops a structured approach to collecting and analyzing routine management data, and assesses and fine-tunes current performance assessment tools; establishes performance goals and expectations.
- Organizes and schedules training, evaluates training outcomes on a group and individual basis, monitors and ensures staff participation in required training programs and participates in state level training activities including needs assessments and curriculum development.
- Attends various meetings, conferences, and training sessions.
- Performs related duties as assigned.

**EMPLOYMENT STANDARDS** (The following Employment Standards are a comprehensive listing of the knowledge and abilities necessary to perform all of the duties of this classification. Depending upon the use of this classification, an incumbent may be performing a select portion of the functions listed, in which case only the knowledge and abilities pertinent to the assigned function(s) would be necessary in order to perform the duties of the assignment).

**Knowledge of:**

- Relevant Federal and State laws and regulations governing the child support program.
- Policies and procedures regarding child support programs.
- Principles of customer service, either in the public or private sector.
- Communication skills necessary to resolve complaints.
- The types of complaints that may be properly reviewed through the State hearing process.
- Deadlines associated with filing for a state hearing.
- Developing and delivering training programs.
- Principles of supervision and training.
- Written and oral communications skills.
- Computer system and child support applications.
- Principles of media communication.

**Ability to:**

- Plan, organize, assign and review the work of subordinates.
- Apply policies and procedures regarding the child support program.
- Train staff.
- Plan and organize work to meet deadlines on a timely basis.

- Use computer systems and related software.
- Research, collect, and analyze data, draw conclusions and prepare clear and concise reports.
- Evaluate processes and formulate appropriate recommendations to improve child support operations.
- Communicate factually, frankly, and honestly with media representatives with the intent that clear, accurate, consistent, and timely information be conveyed to child support program customers, other stakeholders, and the general public.
- Communicate effectively both verbally and in writing.
- Maintain complete and accurate records.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

### **MINIMUM QUALIFICATIONS (Education and/or Experience)**

One (1) year of experience at the journey or advanced journey level in a state or local agency, performing duties requiring Child Support program expertise that would provide sufficient experience to perform the specific duties of the position;

**AND one of the following:**

**For Ombudsman, Customer and Community Outreach, Fair Hearing Process, and Media Relations Program functions:** Two (2) years of experience working in a customer service related field that must have included identifying and resolving complex problems encountered by individuals

**For Quality Assurance and Program Improvement functions:** Two (2) years of experience working in a customer service related field that must have included identifying and resolving program quality problems or program improvement issues.

**For Training functions:** Two (2) years of experience working in a customer service related field that must have included identifying specific staff training needs. Development and presentation of program related training is desirable

### **DRIVER LICENSE REQUIREMENT**

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.